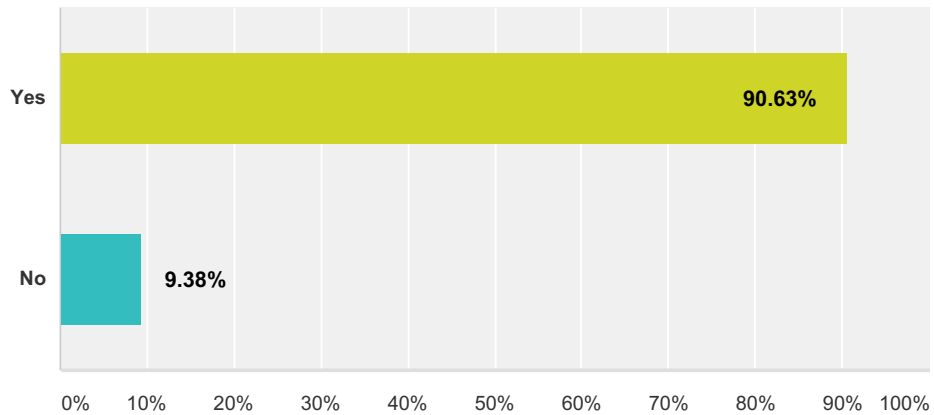# 2014/15 VR Client Satisfaction Survey

Q1 Are you currently employed?

Answered: 32   Skipped: 0

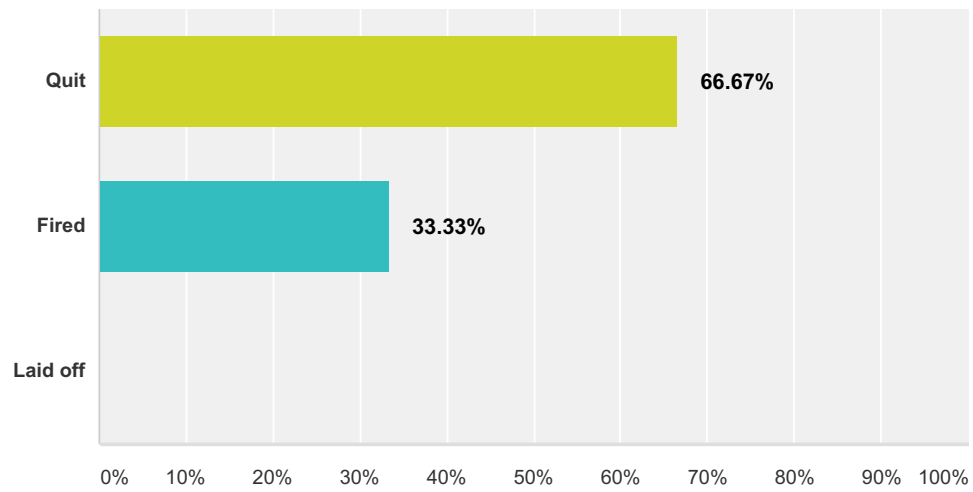| Answer Choices	Responses	
Yes	**90.63%**	29
No	**9.38%**	3
Total		32

#	If yes, where?	Date
1	Gaines Framing	12/30/2014 3:01 PM
2	McDonald's	12/30/2014 11:51 AM
3	Days Inn	12/23/2014 11:16 AM
4	Golden Living Nursing Home	12/23/2014 10:58 AM
5	NE Dept. of Corrections	12/19/2014 4:26 PM
6	Russ's	12/18/2014 4:56 PM
7	Skagway	12/12/2014 2:58 PM
8	Home Care and Companion	12/9/2014 11:07 AM
9	BD Medical Pharmaceutical System	12/8/2014 3:49 PM
10	Riekes Equipment Company	12/1/2014 2:12 PM
11	Farmer's Union Cooperative	12/1/2014 11:32 AM
12	Utica Community Care Center	11/21/2014 4:24 PM
13	Lawrence Public School	11/13/2014 2:21 PM
14	Hastings Public Schools	11/10/2014 2:53 PM
15	US Cellular	11/7/2014 2:49 PM
16	Golden Living	11/7/2014 2:25 PM
17	Walmart	11/7/2014 2:18 PM
18	Central Truck and Irrigation	11/7/2014 1:36 PM
19	Horizons Recovery and Counseling	11/7/2014 1:24 PM

20	Marshfield Food Safety	11/6/2014 9:39 AM
21	Perkins	11/3/2014 10:32 AM
22	Overland Ready Mix	10/22/2014 11:09 AM
23	Self Employed	10/22/2014 10:42 AM
24	Walmart	10/22/2014 10:15 AM
25	Independent Contractor	10/13/2014 9:41 AM
26	Building Blocks	10/10/2014 10:05 AM
27	Goodwill Industries of Greater NE	10/9/2014 3:49 PM
28	Hastings Utilities	10/7/2014 3:48 PM
29	First Presbyterian Church	10/6/2014 2:35 PM

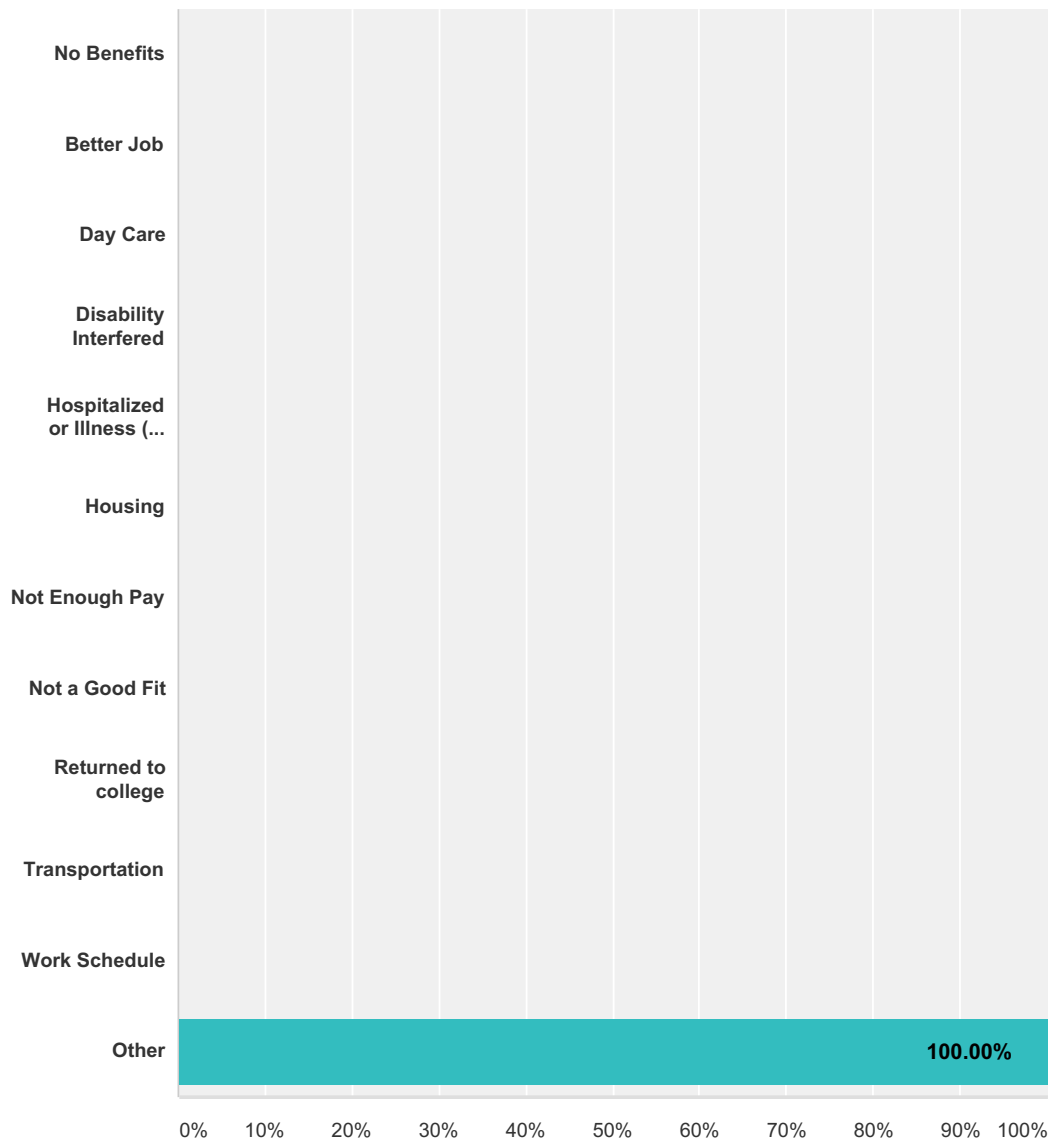## Q2 If not, did you quit, were you fired or laid off?

Answered: 3   Skipped: 29

Answer Choices	Responses	
Quit	**66.67%**	2
Fired	**33.33%**	1
Laid off	**0.00%**	0
Total		**3**

Q3 Can you tell me why you (quit, were fired, were laid off)?

Answered: 3   Skipped: 29

Answer Choices	Responses	
No Benefits	**0.00%**	0
Better Job	**0.00%**	0
Day Care	**0.00%**	0
Disability Interfered	**0.00%**	0
Hospitalized or Illness (Not disability related)	**0.00%**	0
Housing	**0.00%**	0

Not Enough Pay	**0.00%**	0
Not a Good Fit	**0.00%**	0
Returned to college	**0.00%**	0
Transportation	**0.00%**	0
Work Schedule	**0.00%**	0
Other	**100.00%**	3
Total		**3**

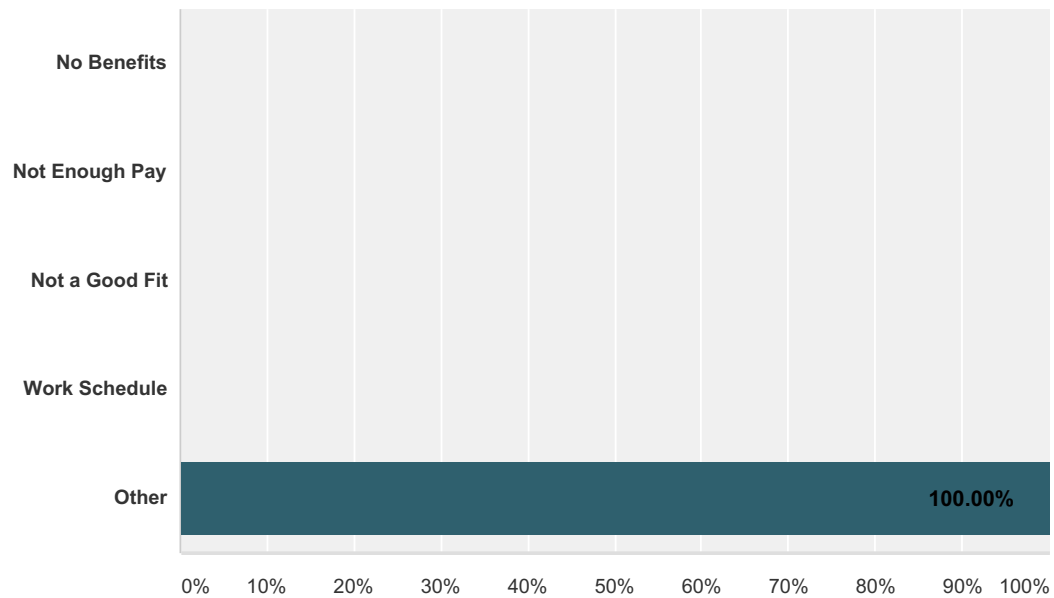| #	Specify Other Reason	Date
1	Consumer got turned in for abuse allegations.	12/19/2014 9:52 AM
2	Had a funeral to go to.	12/18/2014 4:29 PM
3	Consumer quit showing up for work.	11/7/2014 3:46 PM

Q4 Does your job meet your current needs?

Answered: 29   Skipped: 3
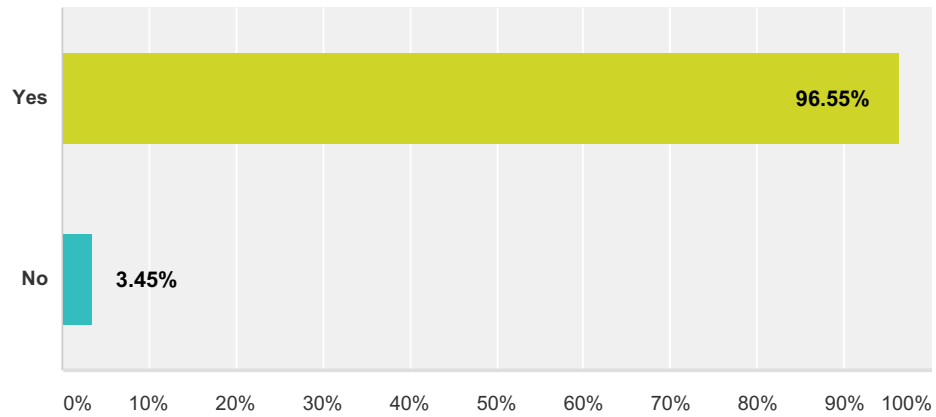
Answer Choices	Responses	
Yes	**96.55%**	28
No	**3.45%**	1
Total		**29**

Q5 If no, what needs are not being met by your job?

Answered: 1   Skipped: 31

Answer Choices	Responses	
No Benefits	**0.00%**	0
Not Enough Pay	**0.00%**	0
Not a Good Fit	**0.00%**	0
Work Schedule	**0.00%**	0
Other	**100.00%**	1
Total		**1**

#	Specify Other Reason	Date
1	Promised stuff that consumer has not received.	11/7/2014 1:37 PM

Q6 What did Nebraska VR provide that was most helpful to you?

Answered: 32   Skipped: 0

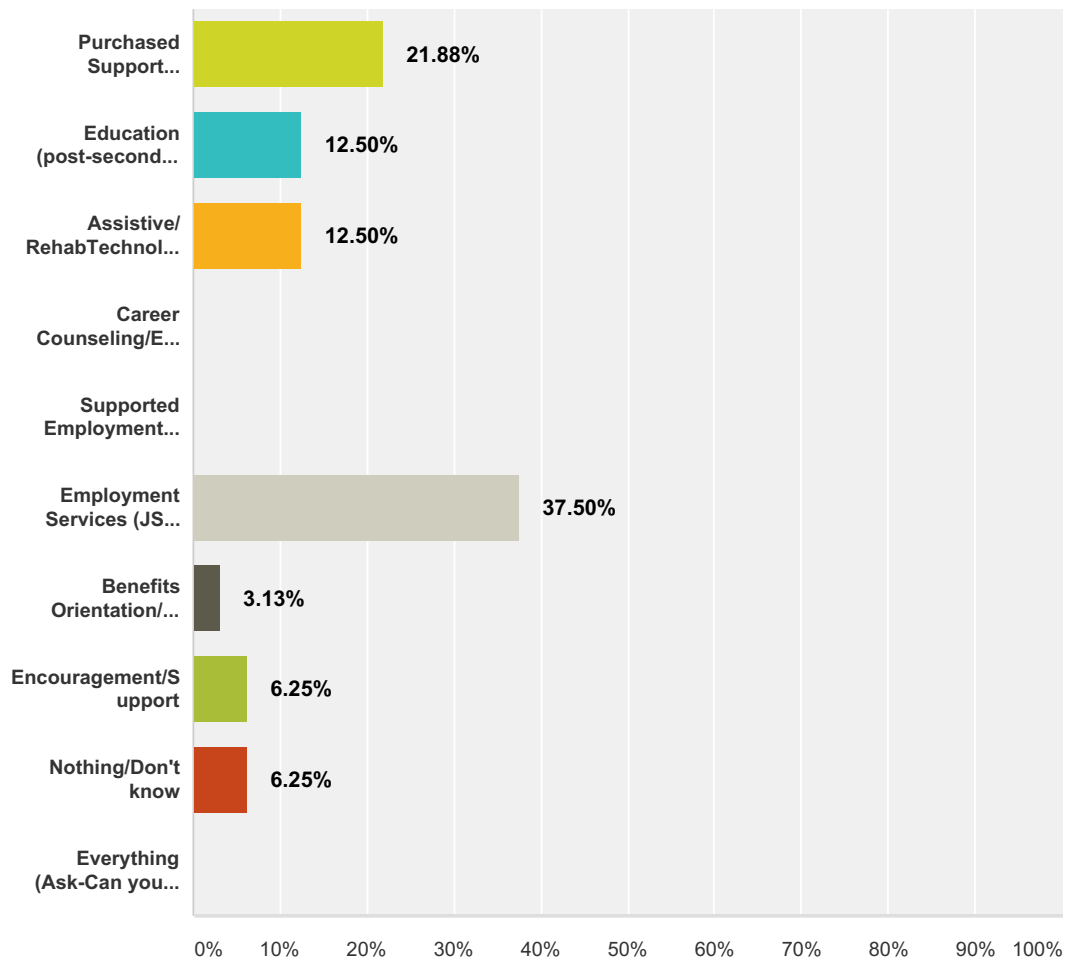| #	Responses	Date
1	Gas vouchers and tools.	12/30/2014 3:02 PM
2	The support and knowing how to behave at a job.	12/30/2014 11:51 AM
3	New tires.	12/23/2014 11:17 AM
4	Helped consumer get their job.	12/23/2014 10:59 AM
5	The ability to get hearing aids, so consumer could hear.	12/19/2014 4:27 PM
6	Helping consumer out with financial expenses from college.	12/19/2014 9:53 AM
7	Helped consumer out when they needed it - like with shoes. V.R. was very good to me. Tracy Middleton is a very wonderful person - could not have asked for a better person to work with.	12/18/2014 4:57 PM
8	Helped consumer get their SSI set up.	12/18/2014 4:30 PM
9	Help with signing up for college and looking for scholarships.	12/12/2014 2:58 PM
10	She said that VR helps her track her weekly work hours and that they do her pay reporting to SSA.	12/9/2014 11:08 AM
11	Schooling.	12/8/2014 3:49 PM
12	Being around to help out if consumer needed anything financially.	12/1/2014 2:12 PM
13	Consumer could not really put their finger on anything specific. Consumer said that they were already working with the V.A.'s V.R. office.	12/1/2014 11:35 AM
14	Helped consumer get a pair of non-skid shoes.	11/21/2014 4:25 PM
15	Help getting everything set up for college - scholarships.	11/13/2014 2:22 PM
16	Helped consumer to get glasses.	11/10/2014 2:54 PM
17	Consumer said that they quit going to V.R. when they kept getting in trouble with the law.	11/7/2014 3:47 PM
18	Giving consumer options of what jobs they could do.	11/7/2014 2:50 PM
19	Helping consumer fill out the job application.	11/7/2014 2:26 PM
20	Assistive devices (special stool) and help finding a job.	11/7/2014 2:19 PM
21	Getting tools.	11/7/2014 1:37 PM
22	Help with resume.	11/7/2014 1:24 PM
23	The testing and helped so much with the job search.	11/6/2014 9:39 AM
24	Help with resume.	11/3/2014 10:33 AM
25	Support and understand and helping consumer get employed. V.R. did a fantastic job.	10/22/2014 11:09 AM
26	The money for the start-up costs.	10/22/2014 10:42 AM
27	Helping consumer get a job.	10/22/2014 10:16 AM
28	Got consumer a laptop and printer.	10/13/2014 9:41 AM
29	Helping consumer get a job.	10/10/2014 10:06 AM
30	When consumer was sent over to Employment Services to find a job. Also, consumer was able to job shadow.	10/9/2014 3:50 PM
31	Helped consumer make their house handicap accessible.	10/7/2014 3:50 PM

| 32 | The support and comfort of knowing that there was somebody out there to help. | 10/6/2014 2:38 PM |

Q7 Mark the category the client indicated was the most helpful.

Answered: 32   Skipped: 0

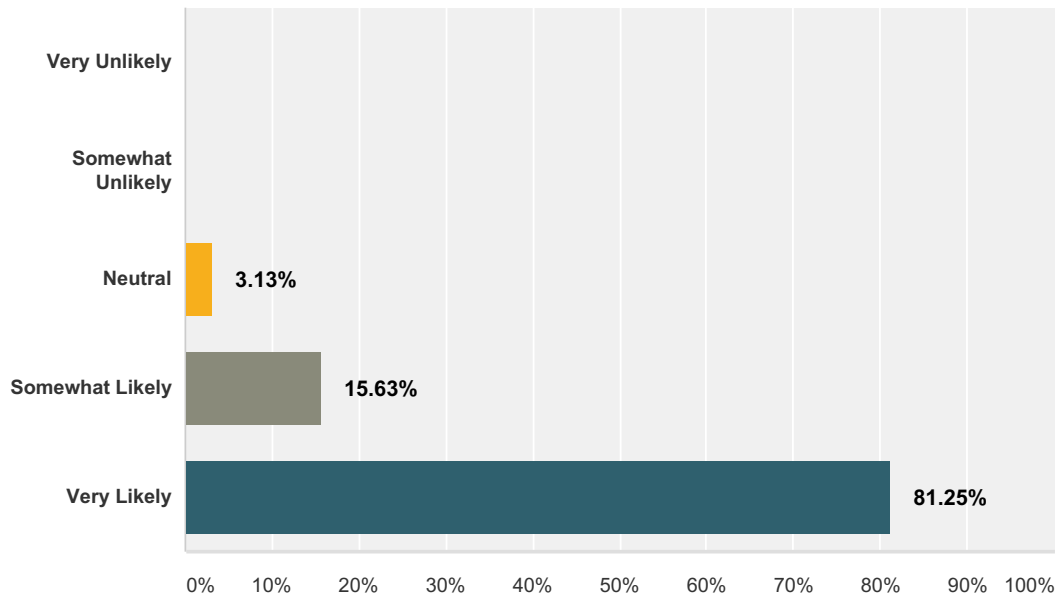| Answer Choices	Responses	
Purchased Support Services (clothing, gas, bus tickets, auto repair, interpreter, etc.)	**21.88%**	7
Education (post-secondary training)	**12.50%**	4
Assistive/ RehabTechnology (Assistive device, hearing aids, prosthesis, medical goods, home/vehicle mods)	**12.50%**	4
Career Counseling/Evaluation (Career planning, vocational evaluation, etc.)	**0.00%**	0
Supported Employment (Goodwill, Community Alliance, DD Provider, Autism Center of Nebraska, etc.)	**0.00%**	0
Employment Services (JSS, application/resume assistance, interview prep, advocating with employers, etc.)	**37.50%**	12
Benefits Orientation/Benefits Analysis	**3.13%**	1
Encouragement/Support	**6.25%**	2
Nothing/Don't know	**6.25%**	2

Everything (Ask-Can you be more specific?)	**0.00%**	0
Total		**32**

Q8 How likely are you to recommend Vocational Rehabilitation to a friend or family member?

Answered: 32   Skipped: 0

Answer Choices	Responses	
Very Unlikely	**0.00%**	0
Somewhat Unlikely	**0.00%**	0
Neutral	**3.13%**	1
Somewhat Likely	**15.63%**	5
Very Likely	**81.25%**	26
Total		**32**

Q9 Please share any other comments or suggestions you may have.

Answered: 1 Skipped: 31

#	Responses	Date
1	V.R. did a fantastic job.	10/22/2014 11:14 AM

Q10 Who did you talk with?

Answered: 32   Skipped: 0
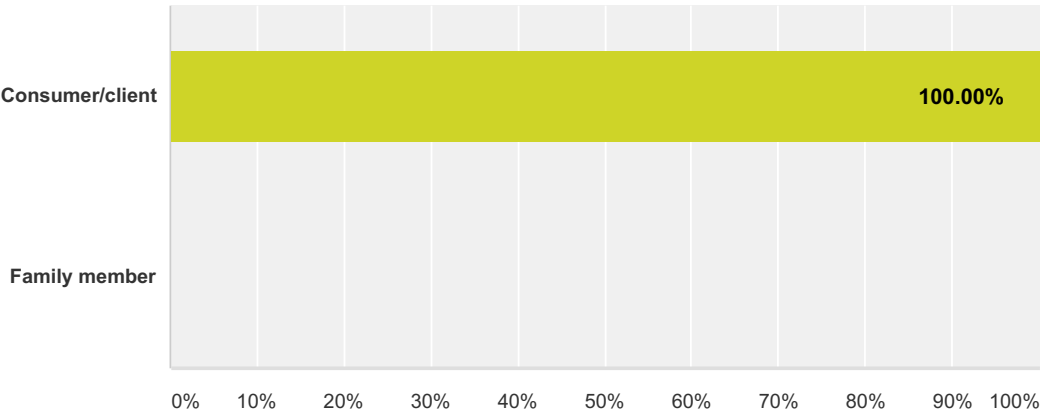
Answer Choices	Responses	
Consumer/client	**100.00%**	32
Family member	**0.00%**	0
Total Respondents: 32		

Q11 Which VR Team served this client?

Answered: 32   Skipped: 0
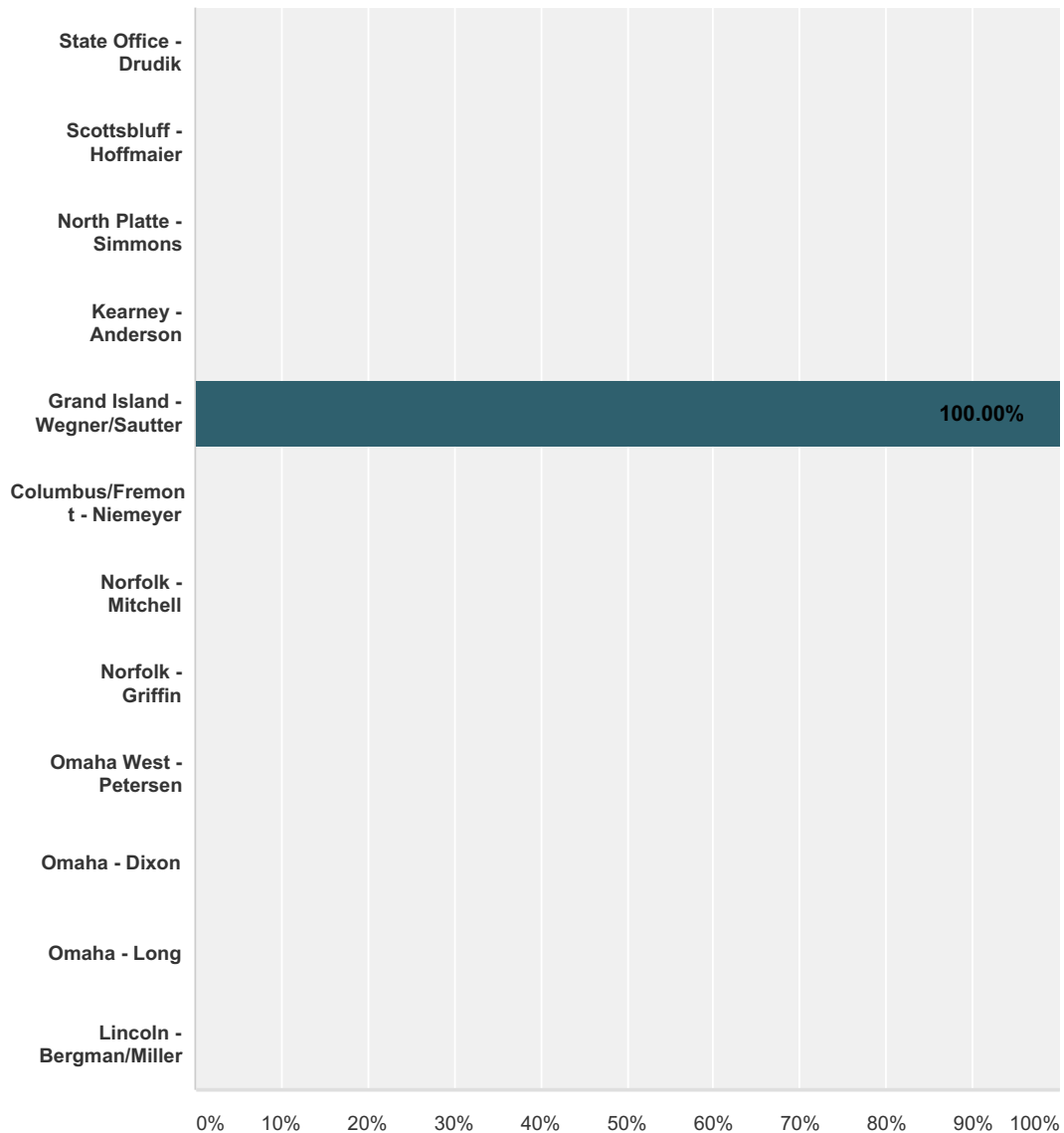
Answer Choices	Responses	
State Office - Drudik	**0.00%**	0
Scottsbluff - Hoffmaier	**0.00%**	0
North Platte - Simmons	**0.00%**	0
Kearney - Anderson	**0.00%**	0
Grand Island - Wegner/Sautter	**100.00%**	32
Columbus/Fremont - Niemeyer	**0.00%**	0
Norfolk - Mitchell	**0.00%**	0

Norfolk - Griffin	**0.00%**	0
Omaha West - Petersen	**0.00%**	0
Omaha - Dixon	**0.00%**	0
Omaha - Long	**0.00%**	0
Lincoln - Bergman/Miller	**0.00%**	0
Total		**32**